

Attorney's Docket  
066416.0103



PATENT  
Serial No. 09/547,627

61-17502  
Gr 2642  
#7B  
Jmc  
1/24/02

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Daniel N. Duncan, et al  
Serial Number: 09/547,627  
Date Filed: April 12, 2000  
Group Art: 2642  
Examiner: Bui, B.  
Title: METHOD AND SYSTEM FOR SCHEDULING  
INBOUND INQUIRIES

RECEIVED  
JAN 23 2002  
Technology Center 2600

Honorable Assistant Commissioner  
of Patents

I hereby certify that this Response to Missing Parts is being deposited with the United States Postal Service as Express Mail No. EL 94005321RUS addressed to: Assistant Commissioner of Patents, on the date shown below.

Amy Ruedi  
Amy Ruedi  
01/15/02  
Date

Dear Sir:

RESPONSE TO OFFICE ACTION

In response to the Office Action mailed November 6, 2001 (Paper No. 6), Applicants request that the Examiner reconsider the rejections of the claims in view of the following amendments and remarks:

IN THE CLAIMS:

For the convenience of the Examiner, all pending claims of the present application are shown below in clean form whether or not an amendment has been made. Please refer to the attached sheet showing a mark-up version of the amendments to the claims.